



Keck Medicine of USC

Keck Hospital
of USC

USC Arcadia
Hospital

USC Norris
Cancer Hospital

USC Verdugo
Hills Hospital

Discharge Notice of Financial Assistance and Payment Options

Help Paying Your Bill

Keck Medicine of USC is dedicated to ensuring that compassionate, quality care is extended to all, regardless of their ability to pay. Keck Medicine of USC's Financial Assistance Program and discount options help to make medically necessary services available to members of its community. This includes people who don't have health insurance and can't pay their hospital bill, as well as patients who do have insurance but are unable to pay for their care. Depending on circumstances, income and family size, some patients will not be required to pay for services; others may be asked to make partial payment. Keck Medicine of USC will not charge patients more than AGB (amounts generally billed) for emergency or other medically necessary care.

Patients whose family income is 400% or less of federal poverty guidelines may be eligible for assistance through Keck Medicine of USC's Financial

Assistance Program. If you are uninsured and having services performed at Keck Medicine of USC, we can help you with the Medi-Cal application process. During open enrollment you may be able to obtain coverage under Covered California. We have many ways to assist you and your family.

Since California law does not allow the hospital to employ physicians, the Financial Assistance Program does not necessarily extend to physician services. However, the law requires certain physicians to limit expected payment from eligible patients who are uninsured or have high medical costs, or whose income is at or below 400% of the federal poverty level. (For information on poverty guidelines, visit the U.S. Department of Health & Human Services website at: <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>)

How to Apply: Financial Assistance applications, Financial Assistance policies, Billing and Collections policies and Plain Language Summaries are available to all patients in multiple languages:



By Mail:

Keck Medicine of USC

Patient Accounting - FAA Coordinator
2011 N Soto St., Los Angeles CA 90032

USC Arcadia Hospital

Patient Financial Services - FAA Coordinator
300 W. Huntington Drive, Arcadia, CA 91007



By Phone:

Call Keck Medicine of USC

Monday – Friday, 8 a.m. - 5 p.m. PST
at (855) 532-5729

Call USC Arcadia Hospital

Monday – Friday, 8 a.m. - 4:30 p.m. PST
at (626) 574-3594



By Email:

pfscustomerservice@med.usc.edu



In Person:

Please visit the Admitting, Registration or Front Office Personnel/Departments at any of our locations to ask for a copy of any and all of our Financial Assistance documents.



Online:

keckmedicine.org/financial-assistance-program/



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Help Paying Your Bill (continued)

Hospital Billing Complaint Program:

If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to hospitalbillcomplaintprogram.hcai.ca.gov for more information and to file a complaint.

More Help:

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at (888) 804-3536 or go to healthconsumer.org for more information. You may reach out to Covered California, a free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act. You may also apply directly for the programs listed below:

- **Medi-Cal:** <https://www.dhcs.ca.gov/Medi-Cal/Pages/apply.aspx>
- **Affordable Care Act:** www.healthcare.gov To apply by phone, call (800) 318-2596
- **Covered California:** <https://www.coveredca.com/>
- **Medicare:** www.ssa.gov/medicare/apply.html

USC Arcadia Hospital is the only designated Hospital Presumptive Eligibility (HPE) provider for Keck Medicine of USC. Hospital Presumptive Eligibility (HPE) is a program that allows qualified hospitals to grant temporary Medi-Cal coverage to patients who appear eligible, based on preliminary information, so they can receive immediate care. This coverage is short-term and intended to bridge the gap while the patient completes a full Medi-Cal application.

For HPE assistance, patients must contact USC Arcadia directly at (626) 574-3520.

Languages/Interpreter:

The Financial Assistance Policy, Financial Assistance Application and Plain Language Summary are available in English, Spanish, Armenian and Chinese online and upon request.

If you would like an interpreter to help you with a different language, please contact our Customer Service Department at (855) 532-5729 or USC Arcadia at (626) 574-3594 and we can assist you.

Patients with disabilities may access this notice in an accessible alternative format including, but not limited to, large print, braille, audio, and other accessible electronic formats by contacting the Customer Service Team at (855) 532-5729 or emailing pfscustomerservice@med.usc.edu

Shoppable Services: <https://www.keckmedicine.org/hospital-pricing-information/>

Patient/Patient Representative Signature

Date and Time

Assistance for LEP (Limited English Proficient) Patients:

ATTENTION: If you need help in your language, please call 855-532-5729 where patients may obtain more information or visit the hospital admitting office where patients may obtain more information. The office is open 8am-5pm Monday through Friday and located at front of our hospitals. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.

ATENCIÓN: Si es un paciente y necesita ayuda en su idioma, llame al 855-532-5729 o visite la oficina de admisiones del hospital para obtener más información. El consultorio abre de lunes a viernes, de 8 a.m. a 5 p.m., y se encuentra frente a nuestros hospitales. También se dispone de ayudas y servicios para personas con discapacidad, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

注意:如果您需要以您的首选语言获得帮助,请致电 855-532-5729 或前往医院住院处,这样患者可以获得更多信息。住院处位于我们医院的前入口处,其开放时间为周一至周五上午8点至下午5点。还提供针对残障人士的辅助和服务,例如盲文、大字体、音频和其他无障碍电子格式的文件。这些服务均为免费提供。

注意:如果您需要使用您的語言獲取幫助,請致電 855-532-5729,以獲取更多資訊,或者請造訪醫院入院辦公室,以獲取更多資訊。辦公室工作時間為週一至週五上午8時至下午5時,其位於我們醫院前方。此外,還可提供殘障人士援助和服務,例如:盲文、大字體文件、音訊、以及其他可讀取的電子格式。這些服務均免費提供。

LUU Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi 855-532-5729 để bệnh nhân có thể lấy thêm thông tin hoặc đến văn phòng tiếp nhận của bệnh viện để lấy thêm thông tin. Văn phòng mở cửa từ 8 giờ sáng đến 5 giờ chiều, từ Thứ Hai đến Thứ Sáu và nằm ở khu vực phía trước các bệnh viện của chúng tôi. Chúng tôi cũng cung cấp các hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử để tiếp cận khác. Những dịch vụ này là miễn phí.

TANDAAN: Kung kailangan mo ng tulong sa iyong wika, pakitawagan ang 855-532-5729 o bisitahin ang opisina para sa pagtanggap ng pasyente (admitting office) ng ospital kung saan maaaring makakuha ng higit na impormasyon ang mga pasyente. Ang opisina ay bukas 8am-5pm Lunes hanggang Biyernes at matatagpuan sa harap ng aming mga ospital. Available rin ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumentong naka-braille, nasa malalaking print, audio, at iba pang maa-access na mga elektronikong format. Ang mga serbisyonang ito ay libre.

참고: 본인의 언어로 도움을 원하시는 경우에는 855-532-5729로 전화하시거나 병원 입원 창구(admitting office)를 방문하시어 자세한 정보를 얻으실 수 있습니다. 입원 창구는 병원 앞쪽에 있으며 월요일부터 금요일까지, 오전 8시부터 오후 5시까지 열려있습니다. 장애가 있는 분들을 위한 점자, 큰 활자, 음성, 다른 사용이 쉬운 전자 형식으로 된 문서 등의 보조 장치 및 서비스도 이용하실 수 있습니다. 이러한 서비스는 무료로 제공됩니다.

ՈՒՇԱԴԴՐՈՒԹՅՈՒՆ. Եթե Ձեր լեզվով օգնության կարիք ունեք, խնդրում ենք զանգահարել 855-532-5729 հեռախոսահամարով, որով հիվանդները կարող են լրացուցիչ մանրամասներ ստանալ կամ այցելել հիվանդանոցի ընդունարան, ուր հիվանդները կարող են հավելյալ տեղեկություններ ստանալ: Ընդունարանը բաց է երկուշաբթիից ուրբաթ, առավոտյան ժամը 8-ից մինչև երեկոյան 5-ը և գտնվում է մեր հիվանդանոցների առաջնամասում: Հաշմանդամություն ունեցող անձանց համար տրամադրվող օգնությունը և ծառայությունները նույնպես հասանելի են, օրինակ՝ փաստաթղթեր բրայլով, մեծ տպագիր, աուդիո և այլ հասանելի էլեկտրոնային ձևաչափերով: Այս ծառայություններն անվճար են:

تاعال طان دن اوتى م ن ارامى ب هك لى لحم دى نك هع ج ارم ن ات سر ارم ب شرى ذپ رت فده ب اى دن نك بسك ى رت شى ب اى هن ات سر ارم ب ى و ر بور و تس ا زاب رهظ ز ادع ب 5 ات حبص 8 تع اس زا هع مچ ات هب ن ش و د زا ب طم . دن نك بسك ى رت شى ب اى ا هبل اق رى اس و ، ى ت و ص لى اف ، گر زب ف و ر ح اب پ اچ ، لى ر ب ط خ هب دان سا دن نام ى ت ا مدخ و ا هك م ك . دراد ر ارق ام دن تس ه ن اگى ا ر ت ا مدخ نى ا . تس ا د و ج و م تى ل و ل و ع م ى ا ر اد دار فا ى ا ر ب س رت س د ل باق ى كى ن و ر ت ك ل ا

Assistance for LEP (Limited English Proficient) Patients: (continued)

ВНИМАНИЕ! Если вам необходима помощь на вашем языке, позвоните по номеру 855-532-5729 или посетите регистратуру, где пациенты могут получить дополнительную информацию. Регистратура работает с 8:00 до 17:00 с понедельника по пятницу и находится перед нашими больницами. Также для людей с ограниченными возможностями доступны вспомогательные средства и услуги, такие как документы шрифтом Брайля, печать крупным шрифтом, аудио и другие доступные электронные форматы. Эти услуги бесплатны.

ご注意: お使いの言語によるサポートが必要な場合は、患者さんにより多くの情報を提供できる窓口にご電話 (855-532-5729) するか、患者さんにより多くの情報を提供できる入院オフィスをお訪問してください。当オフィスは、月曜日から金曜日の午前8時から午後5時まで対応しており、病院の正面にあります。障碍を持つ人々のための支援やサービスとして、点字、大活字、音声、その他のアクセシブルな電子形式の文書もご利用いただけます。これらのサービスは無料です。

ليجستال بتكم ةراي زو 855-532-5729 مقرلا لىل لاصتال اى جري ف، كتغل ب ةدع اسمل اى لىل ةج احب تنك اذا: هي بن ت اح ابص 8 ةع اسلا نم لم عي بتكم مل ان اب ام لع، تامول عم مل ان م دي زم لىل لوصح لىل ضرمل لىل نكمي ثيح لىل فشت سمل اب ي ف ةع اع لىل ويذل تامدخ لىل او تادع اسمل رفوتت امك. ان تاي فشت سمل ام اع قيو، ةع جم لىل لىل نى نى نى لىل ان م ءاسم 5 لىل تح غي صل ان م اري غ و اى ت و ص ة غي ص ب ة رفوت م و اى ري ب ك فرح اب ة ع و ب ط م و اى لىل ر ب ة قى رط ب ة ب و ت كم قى ائ و ة ر و ص ة قى ن ا ج م تامدخ لىل هذو. ةرسى مل قى ن و رت لىل لىل

ਧਿਆਨ ਦਫਿ: ਜੇਕਰ ਮਰੀਜ਼ਾਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਉਹ ਕਰਿਪਾ ਕਰਕੇ 855-532-5729 ਨੰਬਰ ਤੇ ਕਾਲ ਕਰ ਸਕਦੇ ਹਨ ਜਾਂ ਹਸਪਤਾਲ ਵਿੱਚ ਦਾਖਲ ਹੋਣ ਦੇ ਦਫਤਰ ਵਿੱਚ ਜਾ ਕੇ ਹੋਰ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹਨ। ਸਾਡਾ ਦਫਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ ਸਾਡੇ ਹਸਪਤਾਲਾਂ ਦੇ ਸਾਹਮਣੇ ਸਥਿਤ ਹੈ। ਅਸਮਰਥਤਾਵਾਂ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਮਦਦ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੈਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਅਤੇ ਆਡੀਓ, ਪਹਿਚਾਣੀ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

សូមយកចិត្តទុកដាក់៖ ប្អូនសិនប្អូនកត្តាការជំនួយជាភាសារបស់អ្នក សូមទូរសព្ទទទេលខេ 855-532-5729 ជាកន្លែងដដែល អ្នកជំងឺអាចទទួលបានព័ត៌មានបន្ថែម ឬចូលទៅកាន់ការិយាល័យទទួលអ្នកជំងឺចូលមន្ទីរពេទ្យ ដដែលអ្នកជំងឺអាចទទួលបានព័ត៌មាន បន្ថែម។ ការិយាល័យនេះ បត់ចាប់ពីម៉ោង 8 ព្រឹក-ម៉ោង 5 ល្ងាច ពីថ្ងៃច័ន្ទ ដល់ថ្ងៃសុក្រ ដដែលមានទីតាំងនៅខាងមុខមន្ទីរពេទ្យ របស់យើងខ្ញុំ។ ជំនួយ និងសេវាសម្រាប់ជនដដែលមានពិការភាពជាប់ខ្លួន ដូចជាឯកសារជាអក្សរសរសេរ ឯកសារជំនួញព្រះពុម្ពជាអ ក្សរសរសេរ ឯកសារជាសំឡេង និងឯកសារកូដុងទូរទស្សន៍ផ្សេងៗទៀត ដដែលអាចចូលមើលបានតាមបែបអឡិចត្រូនិក ក៏មានបម្រើផងដែរ។ សេវាទាំងនេះគឺផ្តល់ជូនដោយឥតគិតថ្លៃ។

CEEB TOOM: Yog koj xav tau kev pab ua koj hom lus, thov hu rau 855-532-5729 uas yog qhov chaw cov neeg mob mus muab tau ntaub ntawv ntxiv los sis mus rau nram tsev kho mob qhov chaw ua hauj lwm rau npe kho mob uas yog qhov chaw cov neeg mob mus muab tau ntaub ntawv ntxiv. Qhov chaw ua hauj lwm qhib 8am-5pm Monday txog Friday thiab nyob ntawm lub qhov rooj loj ntawm peb cov tsev kho mob. Muaj cov kev pab thiab kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntaub ntawv ua braille, ntawv loj, suab kaw mloog, thiab lwm hom ntaub ntawv mus muab tau siv tshuab hluav taws xob kuj muaj. Cov kev pab no pub dawb xwb.

ध्यान दें: यदि आपको अपनी भाषा में सहायता चाहिए, तो वे कृपया 855-532-5729 पर कॉल करें जहां मरीज अधिक जानकारी प्राप्त कर सकते हैं या अस्पताल के भर्ती करने के ऑफिस में जाएं जहां मरीज अधिक जानकारी प्राप्त कर सकते हैं। ऑफिस सोमवार से शुक्रवार सुबह 8 बजे से शाम 5 बजे तक खुला रहता है और हमारे अस्पतालों के सामने के भाग में स्थित है। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे कि ब्रैल, या बड़े प्रिंट के दस्तावेज़, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप में भी उपलब्ध हैं। ये सेवाएँ मुफ्त हैं।

โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ กรุณาโทรติดต่อ 855-532-5729 ซึ่งผู้ช่วยอาจได้รับข้อมูลเพิ่มเติม หรือไปที่สำนักงานลงทะเบียนผู้ป่วยของโรงพยาบาลซึ่งผู้ช่วยอาจได้รับข้อมูลเพิ่มเติม สำนักงานเปิดให้บริการ ตั้งแต่เวลา 8.00 น. ถึง 17.00 น. วันจันทร์ถึงวันศุกร์ และตั้งอยู่ที่บริเวณด้านหน้าโรงพยาบาลของเรา นอกจากนี้ยังมีความช่วยเหลือและบริการต่าง ๆ สำหรับผู้ทุพพลภาพ เช่น เอกสารที่พิมพ์ด้วยตัวอักษรเบรลล์ ตัวพิมพ์ขนาดใหญ่ ข้อมูลแบบเสียง และรูปแบบอิเล็กทรอนิกส์อื่น ๆ ที่สามารถเข้าถึงได้ บริการดังกล่าวไม่มีค่าใช้จ่าย